



PENNSYLVANIA DEPARTMENT OF AGING

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AGING PROGRAM DIRECTIVE

**SUBJECT: UPDATE FORMS FOR AGING SERVICE POLICY AND PROCEDURE MANUAL
CHAPTER II: HEARINGS AND APPEALS**

TO: AREA AGENCIES ON AGING
EXECUTIVE STAFF
PENNSYLVANIA COUNCIL ON AGING
ADMINISTRATION ON AGING
COMPTROLLER
PENNSYLVANIA ASSOCIATION OF AREA AGENCIES ON AGING

FROM: -----
Brian M. Duke
Secretary
Pennsylvania Department of Aging

**LEGISLATIVE/
REGULATORY
REFERENCE:**

BACKGROUND: The Department of Aging has provided the area agencies on aging with procedural requirements for hearings and appeals in Chapter 2 of the Aging Service Policy and Procedure Manual.

The Department of Aging HCBS manual required updates to provide local AAA and service providers with information regarding departmental policies, procedures and processes. The Quality & Compliance Division has worked with Pennsylvania Area Agency on Aging (P4A) and 13 volunteer Area Agencies on Aging (AAA) members that formed a work group to update and revise the manual renamed the "Aging Service Policy and Procedure Manual". This revised manual has 12 chapters which address aging programs and services. Due to the request by the AAA network the chapters will be released individually as they are completed.

The process for this revision included a thorough review of previous aging APD's, policies, references, etc. followed with a draft chapter presented to the AAA work group for input and revisions. Following revisions the chapter was distributed to the entire aging network with comment period and additional revision prior to finalization.

The update Aging Service Policy and Procedure Manual will be posted on the internet for reference with links to additional reference documents, forms and appendices for the user to have easy access to the information. The document can also be printed by the local user if they prefer. The Department will not provide hard copies of the documents.

This chapter clarifies the appeal process and does not change current practices and policies.

PURPOSE: The purpose of this Aging Program Directive is to supplement APD 13-01-03 and provide revised Adverse Action Notice and Consumer Right to Appeal Forms.

CONTENT: **Chapter II: Hearings and Appeals forms** include

- Adverse Action Notice Form
- Consumer Right to Appeal Form